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2731

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

EDWARDS et al.

Serial No.: 09/247,893

Filed: February 10, 1999

Atty. File No.: 4366-33 (formerly 660001.479)

For: "DYNAMICALLY ALLOCATING  
SERVER RESOURCES TO  
COMPETING CLASSES OF WORK  
BASED UPON ACHIEVEMENT OF  
SERVICE GOALS"

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Group Art Unit: 2731

Examiner:

SUPPLEMENTAL  
INFORMATION DISCLOSURE STATEMENT

"EXPRESS MAIL" MAILING LABEL NUMBER: EV3680355255US  
DATE OF DEPOSIT: 3/16/04

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING  
DEPOSITED WITH THE UNITED STATES POSTAL SERVICE  
"EXPRESS MAIL POST OFFICE TO ADDRESSEE" SERVICE  
UNDER 37 C.F.R. 1.10 ON THE DATE INDICATED ABOVE AND IS  
ADDRESSED TO THE COMMISSIONER FOR PATENTS, P.O. BOX  
1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: Amy S. Duarte

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Dear Sir:

The references cited on attached Form PTO-1449 are being called to the attention of the Examiner.

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☒ Copies of the cited references are enclosed herewith.☐ Copies of the cited references are not enclosed, in accordance with 37 C.F.R. 1.98(d),

because the references were submitted to the U.S. Patent and Trademark Office in prior application Serial No.

\_\_\_\_\_ filed \_\_\_\_\_, which is relied upon for an earlier filing date under 35 U.S.C. §

120.

☐ To the best of applicants' belief, the pertinence of the foreign-language references are  
believed to be summarized in the attached English abstracts and in the figures, although applicants do not  
necessarily vouch for the accuracy of the translation.

☒ Examiner's attention is drawn to the following co-pending applications, copies of which are  
being submitted:

Serial No. 09/235,065 filed January 21, 1999;

Serial No. 07/563,752 filed August 7, 1990 (now U.S. Pat. No. 5,101,425);

Serial No. 09/089,848 filed June 3, 1998 (now U.S. Pat. No. 6,226,377 B1);

Serial No. 09/060,038 filed April 13, 1998 (now U.S. Pat. No. 6,650,748 B1);

Serial No. 09/149,877 filed September 8, 1998 (now U.S. Pat. No. 6,272,544 B1);

Serial No. 09/248,047 filed February 10, 1999 (now U.S. Pat. No. 6,560,649 B1);

Serial No. 09/264,497 filed March 8, 1999; and

Serial No. 09/469,757 filed December 22, 1999 (now U.S. Pat. No. 6,240,417).

☒ Other: Attached hereto is a copy of the European Search Report for European counterpart  
application no. EP00301032.

Submission of the above information is not intended as an admission that any item is citable under the statutes or rules to support a rejection, that any item disclosed represents analogous art, or that those skilled in the art would refer to or recognize the pertinence of any reference without the benefit of hindsight, nor should an inference be drawn as to the pertinence of the references based on the order in which they are presented. Submission of this statement should not be taken as an indication that a search has been conducted, or that no better art exists.

It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.

### FEES

<input checked="" type="checkbox"/>	<p><b>37 CFR 1.97(b):</b> No fee is believed due in connection with this submission, because the information disclosure statement submitted herewith satisfies one of the following conditions ("X" indicates satisfaction):</p> <p><input type="checkbox"/> Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or</p> <p><input type="checkbox"/> Within three months of the date of entry into the national stage of an international application as set forth in 37 CFR 1.491 or</p> <p><input checked="" type="checkbox"/> Before the mailing date of a first Office Action on the merits, or</p> <p><input type="checkbox"/> Before the mailing of a first Office action after the filing of a request for continued examination under 37 CFR 1.114.</p> <p>Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to <b>Avaya Inc. Deposit Account 50-1602.</b></p>
<input type="checkbox"/>	<p><b>37 CFR 1.97(c):</b> The information disclosure statement transmitted herewith is being filed after all the above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions:</p> <p>(1) a final action under 37 C.F.R. 1.113 or</p> <p>(2) a notice of allowance under 37 C.F.R. 1.311, or</p> <p>(3) an action that otherwise closes prosecution in the application.</p> <p>This Information Disclosure Statement is accompanied by:</p> <p><input type="checkbox"/> A Certification (below) as specified by 37 C.F.R. 1.97(e). Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to <b>Avaya Inc. Deposit Account 50-1602.</b></p> <p style="text-align: center;">OR</p> <p><input type="checkbox"/> Please charge <b>Avaya Inc. Deposit Account 50-1602</b> in the amount of \$180.00 for the fee set forth in 37 C.F.R. 1.17(p) for submission of an information disclosure statement. Please credit any overpayment or charge any underpayment to <b>Avaya Inc. Deposit Account 50-1602.</b></p>
<input type="checkbox"/>	<p><b>37 CFR 1.97(d):</b> This Information Disclosure Statement is being submitted after the period specified in 37 CFR 1.97(c).</p> <p><input type="checkbox"/> This information Disclosure Statement includes a Certification (below) as specified by 37 C.F.R. 1.97(e)</p> <p style="text-align: center;">AND</p> <p><input type="checkbox"/> Applicants hereby requests consideration of the reference(s) disclosed herein. Please charge <b>Avaya Inc. Deposit Account 50-1602</b> in the amount of \$180.00 under 37 C.F.R. 1.17(p). Please credit any overpayment or charge any underpayment to <b>Avaya Inc. Deposit Account 50-1602.</b> Election to pay the fee should not be taken as an indication that applicant(s) cannot execute a certification.</p>

**Certification (37 C.F.R. 1.97(e))**  
(Applicable only if checked)

☐ The undersigned certifies that:

☐ Each item of information contained in this information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1).

☐ A copy of the communication from the foreign patent office is enclosed.

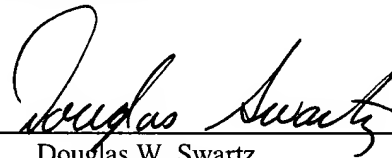
OR

☐ No item of information contained in this information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).

Respectfully submitted,

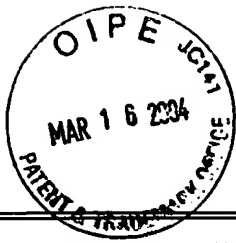
SHERIDAN ROSS P.C.

By: \_\_\_\_\_



Douglas W. Swartz  
Registration No. 37,739  
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Denver, Colorado 80202-5141  
(303) 863-9700

Date: March 15, 2004



SHEET 1 OF 6

FORM PTO-1449

U.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.  
4366-33SERIAL NO.  
09/247,893INFORMATION DISCLOSURE STATEMENT  
(Use several sheets if necessary)APPLICANT  
EDWARDS et al.FILING DATE  
February 10, 1999GROUP A  
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## U.S. PATENT DOCUMENTS

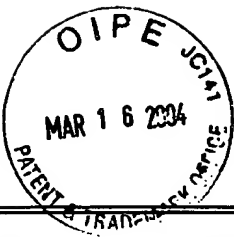
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*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
	1.	4,163,124	07/31/79	Jolissaint	179	18 D	
	2.	4,737,983	04/12/93	Frauenthal et al.	379	221	
	3.	4,797,911	01/10/89	Szlam et al.	379	88.22	
	4.	4,894,857	01/16/90	Szlam et al.	379	67.1	
	5.	5,001,710	03/19/91	Gawrys et al.	370	110.1	
	6.	5,097,528	03/17/92	Gursahaney et al.	379	67	
	7.	5,101,425	03/31/92	Darland	379	34	
	8.	5,164,983	11/17/92	Brown et al.	379	265	
	9.	5,210,789	05/11/93	Jeffus et al.	379	127	
	10.	5,274,700	12/28/93	Gechter et al.	379	210	
	11.	5,278,898	01/11/94	Cambray et al.	379	266	
	12.	5,335,268	08/02/94	Kelly Jr. et al.	379	112	
	13.	5,390,243	02/14/95	Casselman et al.	379	265	
	14.	5,436,965	07/25/95	Grossman et al.	379	266	
	15.	5,544,232	08/06/96	Baker et al.	379	88.25	
	16.	5,444,774	08/06/96	Friedes	379	266	
	17.	5,469,503	11/21/95	Butensky et al.	379	265	
	18.	5,473,773	12/05/95	Aman et al.	395	650	
	19.	5,479,497	12/26/95	Kovarik	379	265	
	20.	5,500,795	03/19/96	Powers et al.	364	401	
	21.	5,504,894	04/02/96	Ferguson et al.	395	650	

EXAMINER

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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

SHEET 2 OF 6

FORM PTO-1449

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EDWARDS et al.**RECEIVED**FILING DATE  
February 10, 1999GROUP ART  
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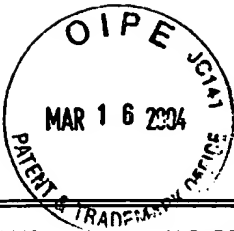
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	22.	5,530,744	06/25/96	Charalambous et al.	379	265	
	23.	5,537,542	07/19/96	Eilert et al.	395	184.01	
	24.	5,544,232	08/06/96	Baker et al.	379	88.25	
	25.	5,546,452	08/13/96	Andrews et al.	379	219	
	26.	5,592,542	01/07/97	Honda et al.	379	265	
	27.	5,611,076	03/11/97	Durflinger et al.	395	613	
	28.	5,642,515	06/24/97	Jones et al.	395	727	
	29.	5,684,964	11/04/97	Powers et al.	395	211	
	30.	5,689,698	11/18/97	Jones et al.	395	604	
	31.	5,703,943	12/30/97	Otto	379	265.11	
	32.	5,713,014	01/27/98	Durflinger et al.	395	604	
	33.	5,742,675	04/21/98	Kilander et al.	379	265	
	34.	5,748,468	05/05/98	Notenboom et al.	364	132	
	35.	5,749,079	05/05/98	Yong et al.	707	100	
	36.	5,752,027	05/12/98	Familiar	395	614	
	37.	5,754,639	05/19/98	Flockhart et al.	379	221	
	38.	5,754,841	05/19/98	Carino, Jr.	395	603	
	39.	5,757,904	05/26/98	Anderson	379	265	
	40.	5,794,250	08/11/98	Carino, Jr. et al.	707	104	
	41.	5,796,393	08/18/98	MacNaughton et al.	345	329	
	42.	5,825,869	10/20/98	Brooks et al.	379	265	
	43.	5,838,968	11/17/98	Culbert	395	674	
	44.	5,881,238	03/09/99	Aman et al.	395	200.56	
	45.	5,889,956	03/30/99	Hauser et al.	395	200.56	
	46.	5,903,641	05/11/99	Tonisson	379	266	

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EDWARDS et al.FILING DATE  
February 10, 1999GROUP APT  
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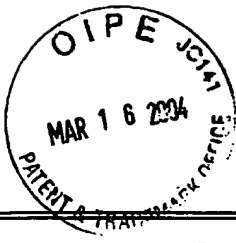
MAR 19 2004

	47.	5,915,012	06/22/99	Miloslavsky	379	Technology Center 2600	
	48.	5,926,538	07/20/99	Deryugin et al.	379	265	
	49.	5,930,786	07/27/99	Carino, Jr. et al.	707	4	
	50.	5,937,051	08/10/99	Hurd et al.	379	212	
	51.	5,937,402	08/10/99	Pandilt	707	4	
	52.	5,940,496	08/17/99	Gisby et al.	379	265	
	53.	5,948,065	09/07/99	Eilert et al.	709	226	
	54.	5,960,073	09/28/99	Kikinis et al.	379	265	
	55.	5,963,635	10/05/99	Szlam et al.	379	309	
	56.	5,970,132	10/19/99	Brady	379	212	
	57.	5,974,135	10/26/99	Breneman et al.	379	265	
	58.	5,974,462	10/26/99	Aman et al.	709	225	
	59.	5,987,117	11/16/99	McNeil et al.	379	265	
	60.	5,991,392	11/23/99	Miloslavsky	379	265	
	61.	5,996,013	11/30/99	Delp et al.	709	226	
	62.	5,999,963	12/07/99	Bruno et al.	709	104	
	63.	6,011,844	01/04/00	Uppaluru et al.	379	220.01	
	64.	6,038,293	03/14/00	Mcnerney et al.	379	88.19	
	65.	6,044,144	03/28/00	Becker et al.	379	265	
	66.	6,044,355	03/28/00	Crockett et al.	705	8	
	67.	6,052,723	04/18/00	Ginn	709	223	
	68.	6,055,308	04/25/00	Miloslavsky et al.	379	265	
	69.	6,115,462	09/05/00	Servi et al.	379	221	
	70.	6,154,769	11/28/00	Cherkasova et al.	709	207	
	71.	6,175,564 B1	01/16/01	Miloslavsky et al.	370	352	

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SHEET 4 OF 6

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE  INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-33	SERIAL NO. 09/247,893
	APPLICANT EDWARDS et al.	
	FILING DATE February 10, 1999	GROUP ART 2731

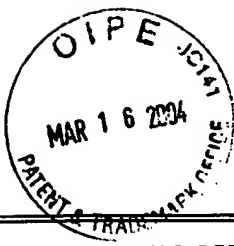
	72.	6,178,441 B1	01/23/01	Elnozahy	709	203	
	73.	6,185,292 B1	02/06/01	Miloslavsky	379	265	
	74.	6,215,865 B1	04/10/01	McCalmont	379	212.01	
	75.	6,226,377 B1	05/01/01	Donaghue Jr.	379	265	
	76.	6,229,819 B1	05/08/01	Darland et al.	370	467	
	77.	6,230,183 B1	05/08/01	Yocom et al.	709	105	
	78.	6,233,333 B1	05/15/01	Dezonmo	379	266	
	79.	6,240,471 B1	05/29/01	Eastwick	710	62	
	80.	6,263,359 B1	07/17/01	Fong et al.	709	103	
	81.	6,272,544 B1	08/07/01	Mullen	709	226	
	82.	6,278,777 B1	08/21/01	Morley	379	265	
	83.	6,356,632 B1	03/12/02	Foster et al.	379	265.04	
	84.	6,424,709 B1	07/23/02	Doyle et al.	379	265	
	85.	6,426,950 B1	07/30/02	Mistry	370	352	
	86.	6,434,230 B1	08/13/02	Gabriel	379	265.01	
	87.	6,490,350 B2	12/03/02	McDuff et al.	379	265.06	
	88.	6,560,649 B1	05/06/03	Mullen et al.	709	226	
	89.	09/235,065		Denton et al.			01/21/99
	90.	09/264,497		Edwards			03/08/99

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	APPLICANT EDWARDS et al.	
	FILING DATE February 10, 1999	GROUP ART 2731

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
	91.	EP 0 501 189 A2	09/02/92	EPO			X	
	92.	EP 0 740 450 A2	10/30/96	EPO	H04M	3/50	X	
	93.	EP 0 863 651 A2	09/09/98	EPO	H04M	3/50	X	
	94.	EP 0 855 826 A2	07/29/98	EPO	H04M	3/50	X	
	95.	EP 0 772 335 A2	05/07/97	EPO	H04M	3/50	X	
	96.	GB 2 290 192 A	12/13/95	United Kingdom	H04M	3/50	X	
	97.	GB 2 273 418	06/15/94	United Kingdom			X	
	98.	WO 96/07141	03/07/96	PCT	G06F	13/00	X	
	99.	2,174,762	06/30/95	Canada	H04Q	7/38	X	
	100.	2,143,198	01/19/95	Canada	H04Q	7/22	X	

## OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

	101.	"Product Features," <i>Guide to Call Center Automation</i> , Brock Control Systems, Inc., Activity Managers Series™, Section 5 - Company B120, p. 59, 1992.
	102.	"Product Features," <i>Guide to Call Center Automation</i> , CRC Information Systems, Inc., Tel-ATHENA, Section 5 - Company C520, p. 95, 1992.
	103.	Dawson, "NPRI's Powerguide, Software Overview" <i>Call Center Magazine</i> (Jun. 1993), p. 85.
	104.	"Applications, NPRI's Predictive Dialing Package," <i>Computer Technology</i> (Fall 1993), p. 86.
	105.	"Call Center Software You Can't Outgrow," <i>Telemarketing@</i> (Jul. 1993), p. 105.
	106.	"VAST™, Voicelink Application Software for Teleservicing@," <i>System Manager User's Guide</i> , Digital Systems (1994), pp. ii, vii-ix, 1-2, 2-41 through 2-77.

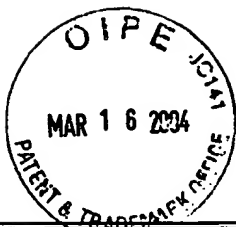
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FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE  INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-33	SERIAL NO. 09/247,893
	APPLICANT EDWARDS et al.	
	FILING DATE February 10, 1999	GROUP ART 2731

	107.	GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter Call Flow", 1998.
	108.	GEOTEL Communications Corporation Web site Printout entitled "The Intelligent CallRouter Product Overview", July 3, 1997.
	109.	GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter Product Architecture" July 3, 1997.

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